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Director

County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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(213) 351-5602

May 26, 2010

TO: Supervisor Gloria Molina, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Patricia S. Ploehn, LCSW  
Director

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**BOYS TOWN CA, INC. (BOYS TOWN) GROUP HOME CONTRACT COMPLIANCE  
MONITORING REVIEW**

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

Boys Town Group Home is located in Orange County and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Boys Town Group Home's program statement, their stated goal is "to help each child learn the skills and behaviors that are necessary for successful entry back into their family or to another placement within the community and, ultimately a successful entry into adulthood." Boys Town Group Home is licensed to serve a capacity of 18 children, ages 8 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Boys Town Group Home in December 2009, at which time they had one 18-bed site and three DCFS placed children. Two children were females and one was a male. For purposes of this review, all currently placed DCFS children were interviewed and their case files were reviewed. The DCFS placed children's overall length of placement was one month, and the average age was 15. Six staff files were also reviewed for compliance with Title 22 regulations and contract requirements.

The three DCFS placed children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm the medication logs documented correct dosages were being administered as prescribed.

*"To Enrich Lives Through Effective and Caring Service"*

## **BOYS TOWN CA, INC. GROUP HOME**

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### **SCOPE OF REVIEW**

The purpose of this review was to assess Boys Town Group Home's compliance with the Contract and State regulations. The visit included a review of Boys Town Group Home's program statement, administrative internal policies and procedures, all DCFS placed children's case files, and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to children, and we conducted interviews with the children to assess the care and services they are receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

### **SUMMARY**

Generally, Boys Town Group Home was providing good quality care to DCFS' placed children, and the services were provided as outlined in their program statement. The children interviewed expressed being satisfied with the services.

The direct care staff stated that they have open communication with the placed foster children and do their very best to address their needs in a timely manner.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSPs) with required signatures and approval from the DCFS Children's Social Workers (CSWs). Further, the Group Home needed to conduct follow-up on requests for authorization of psychotropic medication and document all efforts made to get updated court approved psychotropic medication authorizations for two children.

During the Exit Conference, Boys Town Group Home staff indicated that the Agency is receptive to making corrections to improve their compliance with regulations and the Foster Care Agreement.

### **NOTABLE FINDINGS**

The following are the notable findings of our review:

- Of the three Needs and Services Plans reviewed, two were not comprehensive in that the Plans were missing documentation such as required signatures, information on psychotropic medication, case plan goals, and measurable and attainable goals. The Plans did not state the reason the children had not been enrolled in school within the three-day requirement. We also found that neither the children nor the CSWs had signed the Needs and Services Plans. Subsequent to this review, DCFS provided GH Contractors with a refresher NSP training on January 12, 2010.
- Two of three children's files did not contain current court approved authorization for psychotropic medication. Both children were placed with expired court authorizations. While both court authorizations had been requested prior to our review, Boys Town

Group Home had not yet received the court-approved authorizations for either child at the time of our review. The Group Home had documentation verifying their efforts to secure the children's psychotropic medication authorization.

A detailed report of our findings is attached.

**EXIT CONFERENCE**

The following are highlights from the exit conference held December 30, 2009.

**In attendance:**

Lawren Ramos, Acting Executive Director, Boys Town CA, Inc., Group Home; Clarissa Mejia de Navas, Site Support Specialist, Boys Town CA, Inc., Group Home; Sarah Terri, Program Director, Boys Town CA, Inc., Group Home; and Monitor Lilia Gonzalez, CSA I, Out-of-Home Care Management Division, DCFS.

**Highlights:**

During the Exit Conference, the Executive Director was in agreement with our findings and recommendations. He stated that Boys Town Group Home would make all necessary corrections on the Needs and Services Plans and follow-up to make sure that updated court authorization for psychotropic medication were obtained in a timely manner for those children who were placed in the group home with expired psychotropic medication authorizations.

As agreed, Boys Town CA, Inc., Group Home provided a timely written Corrective Action Plan (CAP), addressing each recommendation noted in this compliance report. The CAP is attached.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of CAP recommendations.

If you have further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager, at (213) 351-5530.

PSP:LP:MG:  
EAH:DC:lg

Attachment

c: William T Fujioka, Chief Executive Officer  
Wendy Watanabe, Auditor-Controller  
Donald H. Blevins, Chief Probation Officer  
Public Information Office  
Audit Committee  
Sybil Brand Commission  
Lawren Ramos, Acting Executive Director, Boys Town CA Inc., Group Home  
Robert Gomes, Regional Manager, Community Care Licensing, Orange County

## **BOYS TOWN CA, INC., GROUP HOME CONTRACT COMPLIANCE REVIEW**

**Boys Town CA, Inc., Group Home  
20342 Flanagan Road  
Trabuco Canyon, CA 92679  
License Number: 306002598  
Rate Classification Level: 11**

The following report is based on a "point in time" monitoring visit and addresses findings noted during the December 2009 monitoring review.

### **CONTRACTUAL COMPLIANCE**

Based on our review of three Department of Children and Family Services (DCFS) children's case files and six staff files, and/or documentation from the provider, Boys Town CA, Inc., (Boys Town) Group Home was in full compliance with seven out of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Personal Rights; Children's Clothing and Allowance; and Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances, and Training). The following report details the two areas found to be out of compliance.

### **PROGRAM SERVICES**

Based on our review of three children's case files, Boys Town Group Home fully complied with five out of eight elements reviewed in the area of Program Services.

We noted that placed children met the Group Home's population criteria as outlined in their program statement. The Group Home has a home-like environment and the children expressed that they are able to communicate well with staff. Children report that they receive individual and group therapeutic services. Group Home staff reported that Needs and Services Plans are discussed with them on a regular basis. The Group Home also implemented recommendations on evaluations and documentation of contacts with Children's Social Workers.

Based on our review, we found that Needs and Services Plans (NSP) were not comprehensive and were missing documentation such as required signatures, information on psychotropic medication, case plan goals, measurable and attainable goals, and they did not state the reason children were not enrolled in school within the three-day requirement. Two out of three children did not sign their respective Needs and Services Plan, indicating they participated in the development of the NSPs. Although, Boys Town Group Home has a system in place where a standardized Boys Town Group Home form is used to include input from the children on their personal goals, the goal forms were not signed by either of the referred children. We also noted that two out of three Needs and Services Plans were not signed/authorized to be implemented by the DCFS Children's Social Workers (CSWs). Subsequent to this review, DCFS provided Group Home Contractors with a refresher NSP training on January 12, 2010. A draft copy of this report was sent to the Executive Director for review and comment. While Boys Town Group

Home submitted an approved CAP addressing our recommendations, they did not respond to the report or express any other comments or concerns on the monitoring process.

**Recommendations:**

Boys Town CA, Inc., Group Home management shall ensure that:

1. NSPs are comprehensive, including all required information, addressing all areas such as medical information on psychotropic medication, stating reason for which the child was not enrolled in school within the 3-day requirement, and utilizing NSPs with attainable and measurable goals and identified case plan goals.
2. Documentation is maintained with signatures as verification that DCFS CSWs approve the implementation of the NSPs.
3. Standardized NSPs goal forms are used and documentation is maintained with signatures as verification that children participate in the development of the NSPs goals.

**CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION**

Based on our review of three children's case files, Boys Town Group Home fully complied with six out of seven applicable elements. Two elements were not applicable in the areas of Children's Health Related-Services, including Psychotropic Medication.

The elements regarding medical and dental follow-up examinations were not applicable because no follow-up was required as children were placed on an average within 30 days.

The Group Home ensured that all children receiving psychotropic medication had current documentation of routine monthly visits with psychiatrists, that medication logs were properly maintained, and initial medical exams were conducted in a timely manner.

However, we found that there were no current court-approved authorizations for psychotropic medication in two of three children's files. Both children had been placed with expired court authorizations. One child's court authorization was initiated three weeks after his placement while another child's court authorization was initiated two days after placement. While both court authorizations had been requested prior to our review, Boys Town Group Home had not yet received the court-approved authorizations for either child at the time of our review. A draft copy of this report was sent to the Executive Director for review and comment. While Boys Town Group Home submitted an approved CAP addressing our recommendations, they did not respond to the report or express any other comments or concerns on the monitoring process.

**Recommendation:**

Boys Town CA, Inc., Group Home shall ensure that:

4. Copies of court-approved authorization for psychotropic medication are placed in each child's respective file.

**PRIOR YEAR FOLLOW-UP FROM THE AUDITOR CONTROLLER'S (A-C) REPORT**

**Objective**

Determine the status of the recommendations reported in the Auditor-Controller's prior monitoring review.

**Verification**

We assessed whether the outstanding recommendations from the Auditor Controller's last audit report dated February 23, 2007 were implemented.

**Results**

The Auditor-Controller's prior monitoring report contained three outstanding recommendations. Specifically, Boys Town Group Home was to ensure that Needs and Services Plans were to include measurable short and long term goals. Boys Town Group Home management was to maintain current court authorizations for all children taking psychotropic medication. Boys Town Group Home was to encourage and assist all children in creating and maintaining photo albums/life books. Boys Town Group Home implemented one of the three recommendations as it relates to assisting all children in creating and maintaining photo albums/life books. The Auditor-Controller's recommendation that management develops Needs and Services Plans that include measurable short and long-term goals was partially implemented. Boys Town Group Home did not implement the A-C's recommendation to maintain current court authorizations for all children taking psychotropic medication. As noted, two recommendations were not fully implemented. Corrective action was requested of Boys Town Group Home to further address these findings.

**Recommendation:**

Boys Town CA, Inc., Group Home management shall ensure that:

5. They fully implement the two outstanding recommendations from the Auditor-Controller's Report dated February 23, 2007, which are noted in this report as Recommendations 1 and 4.

**Boys Town CA Inc. Group Home  
CONTRACT COMPLIANCE MONITORING REVIEW**

20342 Flanagan Rd,  
Trabuco Canyon, CA 92679  
License Number: 306002598  
Rate Classification Level: 11

	<b>Contract Compliance Monitoring Review</b>	<b>Findings: December 2009</b>
1	Licensure/Contract Requirements 9 Elements	Full Compliance
2	Program Services 8 Elements	5 Elements Full Compliance, NSPs Need Improvement (3)
3	Facility and Environment 6 Elements	Full Compliance
4	Educational and Emancipation Services 4 Elements	Full Compliance
5	Recreation and Activities 3 Elements	Full Compliance
6	Children's Health-Related Services (including Psychotropic Medications) 9 Elements	6 Elements Full Compliance, 2 Elements N/A Medication Needs Improvement
7	Personal Rights 11 Elements	Full Compliance
8	Children's Clothing and Allowance 8 Elements	Full Compliance
9	Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training) 12 Elements	Full Compliance



January 27, 2010

County of Los Angeles  
Department of Children and Family Services  
Out of Home Care Management Division  
9320 Telstar Ave.  
Suite 216  
El Monte, CA 91731

Dear Ms. Dorothy Channel,

The following corrective action plan is in response of your Group Home Contract Review of Boys Town California, Inc. programs in Trabuco Canyon. Below you will see your findings and our corrective action plan.

**Corrective Action Plan (CAP):**

**1. Program Services:**

17 & 18) Needs and Services Plan for [REDACTED] and [REDACTED] were missing children's signatures. Boys Town CA Inc. has an Agency goal sheet for all three children. However, the form for [REDACTED] and [REDACTED] was not signed by either child. The plans were also missing Boys Town staff's signatures including CSW signatures or proof of mail/fax. While discussing the plan with staff, they expressed being knowledgeable of each child's goals and discussed the goals with the treatment team. All three children are receiving psychotropic medication and have been seen by the psychiatrists on a monthly basis.

**POC:** Once the needs and services plan is complete, the supervisor will email the home with the needs and services plan attached. The Family Teachers are to obtain the signature from the youth within 24 hours. The supervisor then picks up the signed form within 24 hours and the Administrative Assistant mails the completed Needs and Services plan to the CSW for their signature. In the event we are awaiting any signatures, a memo will be placed in the file stating the efforts that were taken in order to obtain the signatures. Each child's NSP will be comprehensive yet clear and understandable. The NSP will be written in a way that meets the child's needs. All sections of the NSP will be filled out if it pertained to the needs of the child. The Program Director will ensure that this process is followed.

**2. Children's Health Related-Services, Including Psychotropic Medication:**

30) [REDACTED] does not have a current Court Authorization for psychotropic medication in his file. The last court authorization on file is dated 1/21/09 and is expired. An updated court authorization was requested on 12/2/09, 3 weeks after his placement. A court authorization was requested in a timely manner for [REDACTED]; however, she still did not have current authorization in her file.

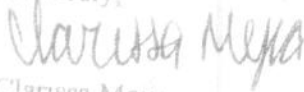
**POC:** Upon knowing of an acceptance of a youth the Case Manager will request a current copy of the Psychotropic Medication Authorization. If the youth is admitted without a current Psychotropic Medication Authorization,



then the Case Manager will contact the former placement on the day of Intake in order obtain the most current copy. If the Case Manager is unable to get the authorization from the group home or the previous psychiatrist within a week, the supervisor of that youth's home will contact Dr. Kosins, our Psychiatrist, and get an appointment immediately to have the authorization filled out within 10 days of Intake. The therapist will attach a copy of the fax verification that the form has been sent for authorization and that the status is pending. The therapist will also follow up until obtained and document all efforts made. The therapist also has a system in place to submit Authorizations before they become expired for once the child is in our placement. The Program Director will ensure that this process is followed.

The respective Program and Program Director will implement the plan of correction for these finding. I will provide oversight to them with random monitoring of this plan of correction. Should you require additional information, please contact me.

Sincerely,



Clarissa Mejia  
Site Support Specialist  
Boys Town California, Inc.